

Case Management PLA

Lower Level, Non-Liberal, 4 credits

Case Management is considered to be lower level knowledge that is non-liberal. It represents foundational skills and concepts that an entry level human service worker has acquired. Case Management is more often about how we do things (i.e., non-liberal) and not necessarily why we do things (i.e., liberal). At Empire State College and community colleges, the course in Case Management is offered at the lower level.

The questions below can only be utilized for Case Management at the lower level, not advanced level. If you are requesting advanced level credit for Case Management, you need to demonstrate that your knowledge, skills, and application goes beyond what is described below. Remember you are being evaluated on your knowledge and skills, not about your years of experience.

Please use the questions below to structure your PLA submission on the topic of Case Management. Copy each question and respond directly below it. If you utilize an outside source, such as a website or a book, make sure to reference this in your response. The responses to the questions should be submitted in a Word document and uploaded in PLA Planner. In PLA Planner, you would list the topic as Case Management, asking for 4 credits, and designate this as Lower Level and Non-Liberal.

Please note – responding to these questions is not a guarantee of credit. You will still be expected to speak with an evaluator and answer any supplemental questions that they may have. The evaluator would then make a credit determination.

Questions for Students to respond to

We suggest you save this document with your name and the title of the PLA (e.g., Smith Case Management PLA) and answer beneath each question below.

Name:

ID:

PLA Title: Case Management

Number of Credits Requested: 4

Type: Lower level, Non-Liberal

1. Briefly describe your experiences in human services.

2. Describe what case management is based on your experiences. Please feel free to use a reference to justify your definition.

Select two of the three case studies below. For each case study, make sure to respond to all of the questions that are associated with it.

2. You are a case manager at the Albany Department for the Aging. A daughter of an African American elderly woman who lives alone calls you. The daughter lives in Atlanta and is concerned because her mother does not drive and has seemed unhappy and listless on the phone. The daughter expresses concern that her mother seems lonely and is perhaps depressed. In their last phone conversation, the mother stated that she has not been going out much. The daughter does not know her mother's neighbors and calls you instead. She has told her mother she is going to call your agency for help and the mother had no objection to that.

- Discuss how you would engage the mother and daughter in the case management process.
- Define the steps of the assessment for the mother.
- How would you go about developing interventions and planning for the mother?
- What factors would you take into account in this case?
- What types of potential ethical issues may arise in this case?
- Are there any cultural issues that you should be aware of that could potentially impact your work?

3. You are a case manager for a community based agency on Long Island. A Hispanic father brings in his 14 year old daughter who he fears is out of control as she is staying out all night, hanging out "with a bad crowd", refusing to listen, and failing in school. He is not sure what to do as he has to work and cannot be home when the girl returns from school. Her mother died 4 years ago, and the trouble started when the daughter was about 12. There is no close social support nearby for him. The father feels that he and his daughter have a difficult time communicating with one another.

- Discuss how you would engage the father and daughter in the case management process.
- Define the steps of the assessment for the father and daughter.
- How would you go about developing interventions and planning with this father and daughter?
- What factors would you take into account in this case?
- What types of potential ethical issues may arise in this case?
- Are there any cultural issues that you should be aware of that could potentially impact your work?

4. You work at an employee assistance program (EAP) for a large manufacturing company. A 40-year old Caucasian man comes in who was referred by his employer for possible cocaine use. The man admits he uses cocaine, but “rarely” and “certainly not to the extent that it would interfere with his work”. His employer has stated that he will be given 4 weeks off if he enrolls in a legitimate program for detoxification. He seems reluctant. He is divorced, with no children, but has family near by. He reluctantly agrees to work with you on a plan.

- Discuss how you would engage him in the case management process.
- Define the steps of the assessment for him.
- How would you go about developing interventions and planning with him?
- What factors would you take into account in this case?
- What types of potential ethical issues may arise in this case?
- Are there any cultural issues that you should be aware of that could potentially impact your work?